



# Hallam Fields Junior School



## **Child-Friendly Complaints Procedures Policy**

Updated September 2020

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## Feeling safe and happy at school

At Hallam Fields Junior School we promise to listen to our pupils' concerns and complaints. We want to make sure any problem you have is sorted as quickly as possible, so you can be happy and feel safe at school. This policy has been created to show you how you can make a complaint if you need to, who you can talk to and what will happen once you have complained.

It is important to remember that you won't get told off if you complain and we will take your complaint seriously. If you need to make a complaint, read this policy and talk to a member of staff as soon as possible.



Signed by:

Headteacher

Date:

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Chair of governors

Date:

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# 1

## What does it mean?

A “complaint” is something you make when you are unhappy about something or someone.

A “concern” is when you have a worry or doubt about something or someone.

Both a complaint and a concern can be told to anyone, e.g. your parents, teacher or friend. If you tell a teacher or another member of staff at school about a complaint, it will be taken seriously and we will listen to what you have to say.

# 2

## What do I have to do?

If you have a concern, there are lots of things that you can do including:

- Tell a parent / carer or trusted family member
- Tell a trusted grown up in school
- Write it down and put it in a worry box

You might be thinking “what sort of thing would I complain about?” below is a list of examples. If you are unsure whether you need to complain about something, talk to your teacher to check. You may need to complain about:

- An event such as a school trip.
- Anything about your school life such as homework, school uniform.
- The behaviour of an individual(s) for example, another pupil or member of staff.
- Something that affects you as a pupil such as bullying.
- Something that has happened outside school but is connected to the school such as the behaviour of pupils on the walk home.

If you ever need to complain about something like the examples above, you need to talk to somebody you trust. This could be anyone from the list below:

- A teacher or teaching Assistant
- Mr Brown
- Mrs Carr
- Mrs Sibley
- Mr Hussain
- Your parents / carers

**You can always talk to your friends about a problem, but if you want something done about it, it is important to tell an adult as well.**

### **3** When should I complain?

Any pupil can complain if they need to. We will consider all complaints made.

When making a complaint, we ask that you make it as soon as possible so we can properly investigate it and resolve any problems you have quickly and efficiently.

When you make a complaint, you will be asked to complete a complaints form. You can find one at the end of this policy or you can ask your teacher and they will give you a copy. You will always be given the chance to complete this form and hand it in to your teacher. If you are making a complaint about the headteacher you shouldn't complain directly to them, instead you can talk to Mrs Carr or Mrs Sibley. The governing board of the school will be also be told.

**Of course, you should only make a complaint when you need to. When choosing whether to complain or not, ask yourself:**

- Is my complaint about something which affects the whole school or a group of pupils?
- Could I solve the problem by talking to my class teacher, a teaching assistant, or someone else in school?
- Am I happy to ask an individual member of staff to sort the issue or do I want to use the steps in this policy?



## What will happen when I complain?

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Once you have thought about the questions above, you can make your complaint. When the complaint has been made, you should:

- Cooperate with the school to help with understanding and finding a solution to the complaint.
- Tell someone about the problem in lots of detail.
- Respond quickly to any questions the adult you told has asked.
- Ask for help when needed.
- Be respectful of the people involved.

As a result of your help, Mr Brown will:

- Ensure you are involved in fixing the problem you are complaining about.
- Talk to you about the progress of the complaints process.
- Ensure your privacy and confidentiality is protected.
- Treat you with equality and fairness throughout.
- Tell you any information you need to know about what you have said or what will happen.
- Keep you safe.

Once you make your complaint, these are the steps that will be followed...

### 1. Step one - Meeting with a teacher to explain the problem

In this stage, you will meet with a teacher and you will be asked to complete a complaints form - you can fill it in by yourself or with a parent or teacher. Once you have finished the form, you should hand it in to your teacher or to Mr Brown.

During the meeting, the teacher will take notes of what has been talked about, and notes of any additional discussions about the complaint will also be noted down. You and the adult dealing with the complaint will discuss what will happen next and you will be asked your opinion on the resolution.

### 2. Step two - Formal complaint shared with the headteacher

If the complaint is too complicated to be sorted out with your teacher Mr Brown will get involved to try to resolve the complaint. You will meet with the Mr Brown to talk about the problem and you will be told what has happened so far to help fix the problem.

During the meeting, notes will be taken of what has been talked about, as well as notes of any additional discussions that you have had with an adult about the complaint.

When you have shared your complaint with a member of staff they will:

- Keep you safe.
- Make sure we have done all we can to fix the problem.
- Make sure we have told you what we have done to fix the problem.

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## Serious complaints

If you have ever been physically or emotionally hurt by an adult or peer, it is important that you tell a responsible adult that you trust. It is our job at Hallam Fields Junior to keep you safe and we will work with other people at times to make sure that this is



## Complaints form

This complaints form can be used to submit a complaint to Mr Brown, or the governing board if your complaint is against the headteacher. You can ask a parent or teacher to help you to complete this form. Please hand it in to your teacher once it has been finished.

<b>Name:</b>	<b>Home address:</b>
<b>Teacher's name:</b>	
<b>Year group:</b>	
<b>Pupil's date of birth:</b>	
<b>Parent's telephone number:</b>	
<b>Parent's email:</b>	<b>Postcode:</b>
<b>What is your complaint about, and what would you like the headteacher to do to fix it?</b>	
<b>When did you talk to your teacher about the problem you have?</b>	
<b>What happened after the talk? Was your problem solved?</b>	
<b>Signed (pupil):</b>	<b>Date:</b>